

Overpayment of Income Support Benefits Review- St Helier

Thank you for allowing the Parish of St Helier to contribute to this review.

In recent years the Parish has assisted/supported parishioners directly or indirectly with overpayments from Income Support, and in most instances, parishioners were directed to Citizens Advice or Income Support itself. Several cases involved significant overpayments amounting to thousands of pounds and parishioners ended up on repayment plans spanning many years.

The most common reason for overpayments is error made by Income Support, leaving parishioners feeling both frustrated and annoyed, and because of which those concerned suffer when payments are corrected. Due to the complicated process, several claimants simply failed to disclose information changes.

I hope this assists with your review; please contact me if you think we can assist further.